

FIGURE 1

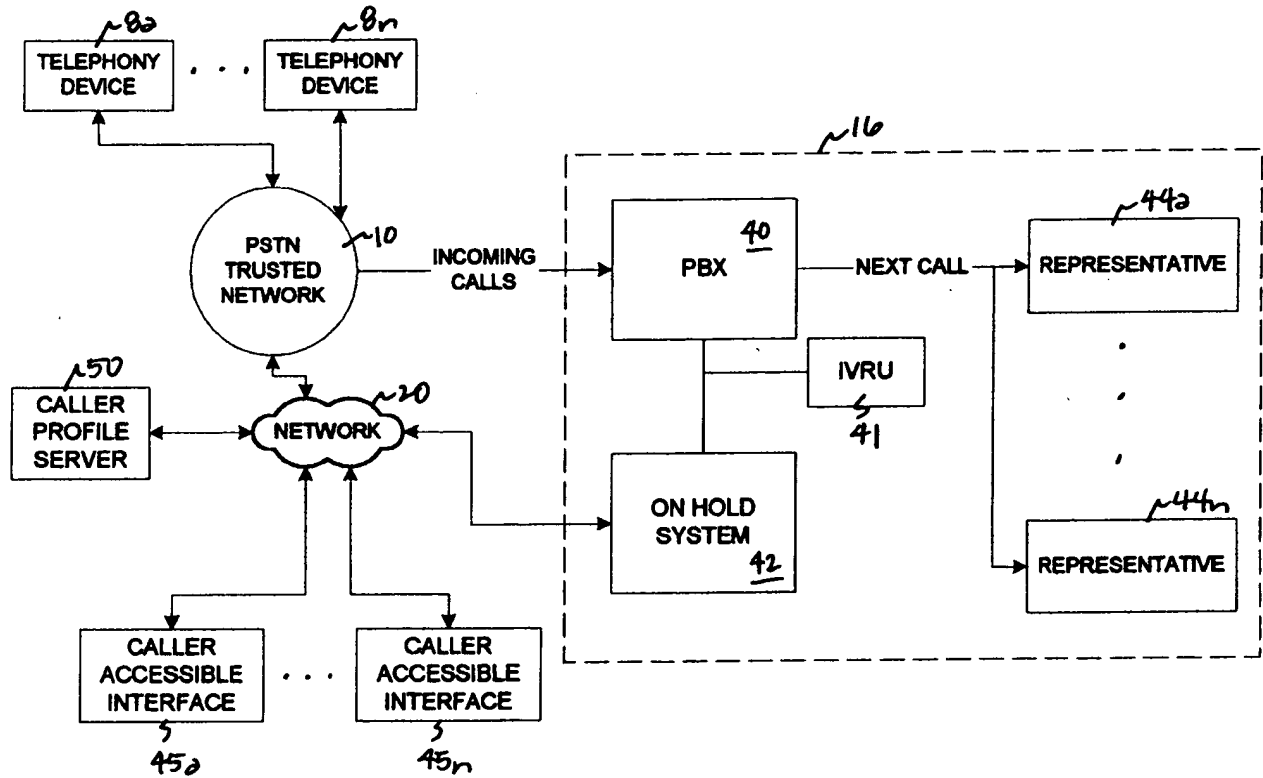


FIGURE 2

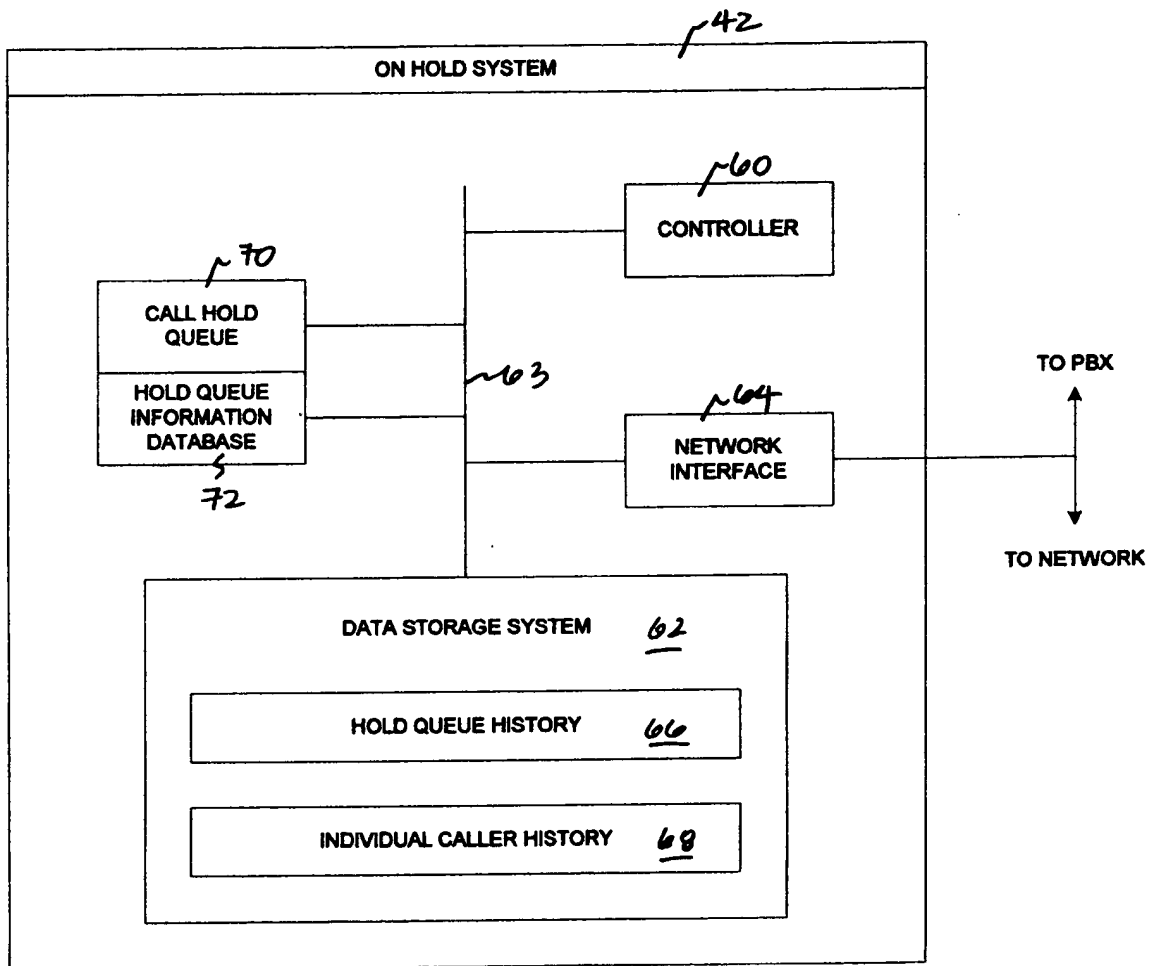


FIGURE 3

XYZ SERVICE

TO RECEIVE PUBLICATION OF HOLD QUEUE INFORMATION: PRESS OR ENTER 1

FOR VOICE OUTPUT TO CALLING DEVICE: PRESS OR ENTER 1
FOR TEXT OR GRAPHIC OUTPUT TO CALLING DEVICE: PRESS OR ENTER 2

CURRENT PEOPLE ON HOLD : 40
AVERAGE TIME IN HOLD QUEUE TODAY: 70 MINS
CONSULTANTS ON DUTY : 5
CALL DURATION : 12 MINS
YOUR POSITION : 25
YOUR ESTIMATED WAIT TIME : 125 MINS
TIME LEFT TO CLOSE OF BUSINESS : 240 MINS
YOUR TRACKING NUMBER IS : 12930
YOUR TOTAL TIME ON HOLD : 5 MINS
ON-LINE WEB SITE : WWW.XYZSERVICE.COM
PRESS 8 FOR MORE OPTIONS

FOR WEB ACCESS: PRESS OR ENTER 3

ON-LINE WEB SITE : WWW.XYZSERVICE.COM

FOR EMAIL: PRESS OR ENTER 4
FOR INSTANT MESSAGING : PRESS OR ENTER 5

TO LOG THE SUBJECT MATTER OF YOUR CALL : PRESS OR ENTER 2

SELECT FROM ONE OF THE FOLLOWING SUBJECTS
PRINTER ISSUE : PRESS OR ENTER 1
MODEM ISSUE : PRESS OR ENTER 2
MOUSE ISSUE : PRESS OR ENTER 3
MONITOR ISSUE : PRESS OR ENTER 4
OTHER HARDWARE ISSUE : PRESS OR ENTER 5
UNIDENTIFIED ISSUE: PRESS OR ENTER 6

FIGURE 4

HOLD QUEUE INFORMATION PUBLICATION - VID 84						
POSITION/ EST	CALL DURATION	TIME WITH REP	REP/AV TIME	SUBJECT	AVERAGE TIME/ REP/ SUBJECT	ON HOLD ACTIVITY
*1.5X	71 MINS	1 MIN	JOE DUCK/6 MIN	UNKNOWN	5 /-/-	*
*2X	90 MINS	20 MINS	JAME DUCK/5 MIN	PRINTER ISSUE	30/40/35	*
*1.5X	75 MINS	5 MINS	TOM DUCK/10 MIN	PRINTER ISSUE	10/-/20	*
*3X	70 MINS	1 MIN	JOHN DUCK/8 MIN	MODEM ISSUE	8/5/-	*
1/2X	69 MINS	0 MINS	*	MOUSE ISSUE	5/-/-	EXPERT/25%
2/3X	65 MINS	0 MINS	*	OTHER	12/-/-	SURVEY/2 POS
25/1.2X	12 MINS	0 MINS	*	MONITOR ISSUE	5/-/10	MESSAGES

UPDATE SUBJECT 86

82

ESTIMATED TIME REMAINING: ____ 88

FIGURE 5

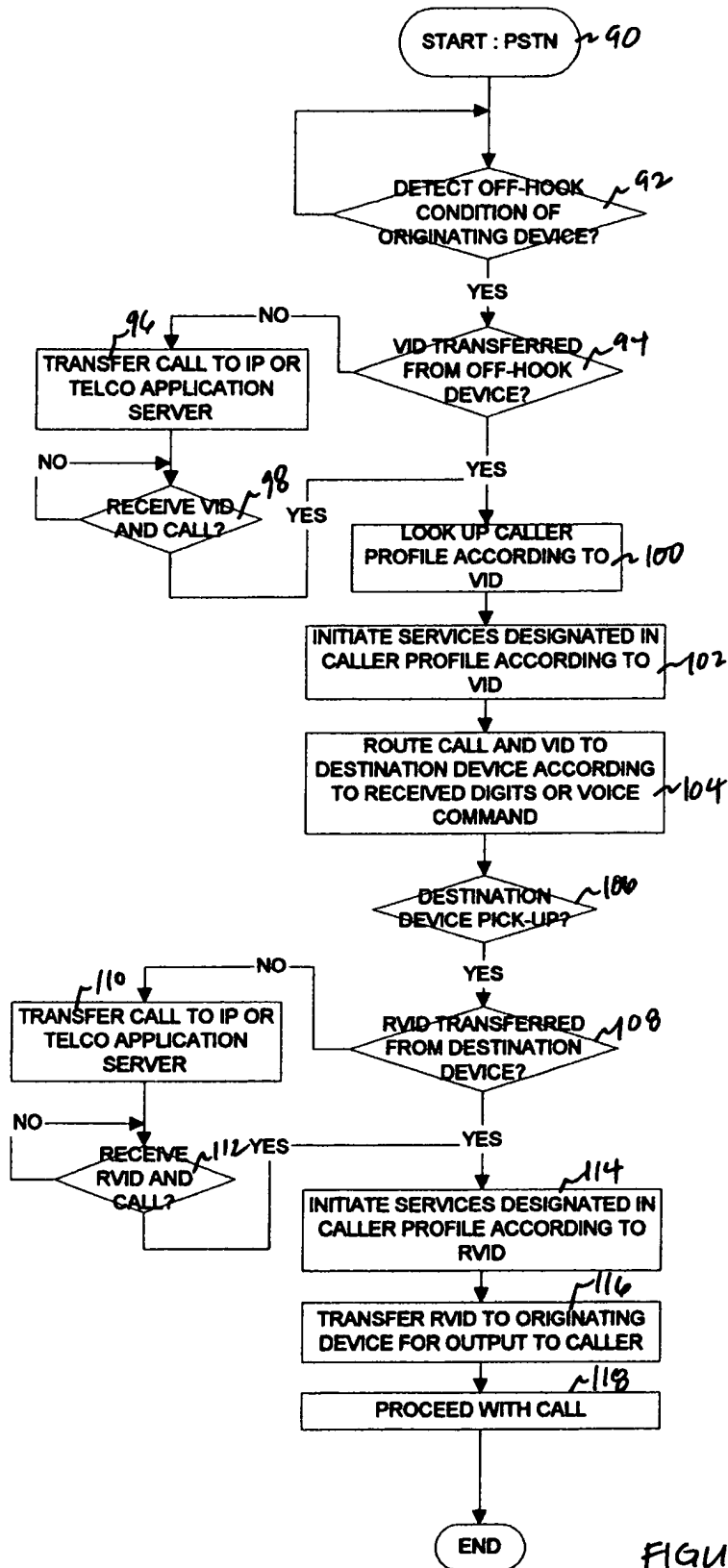


FIGURE 6

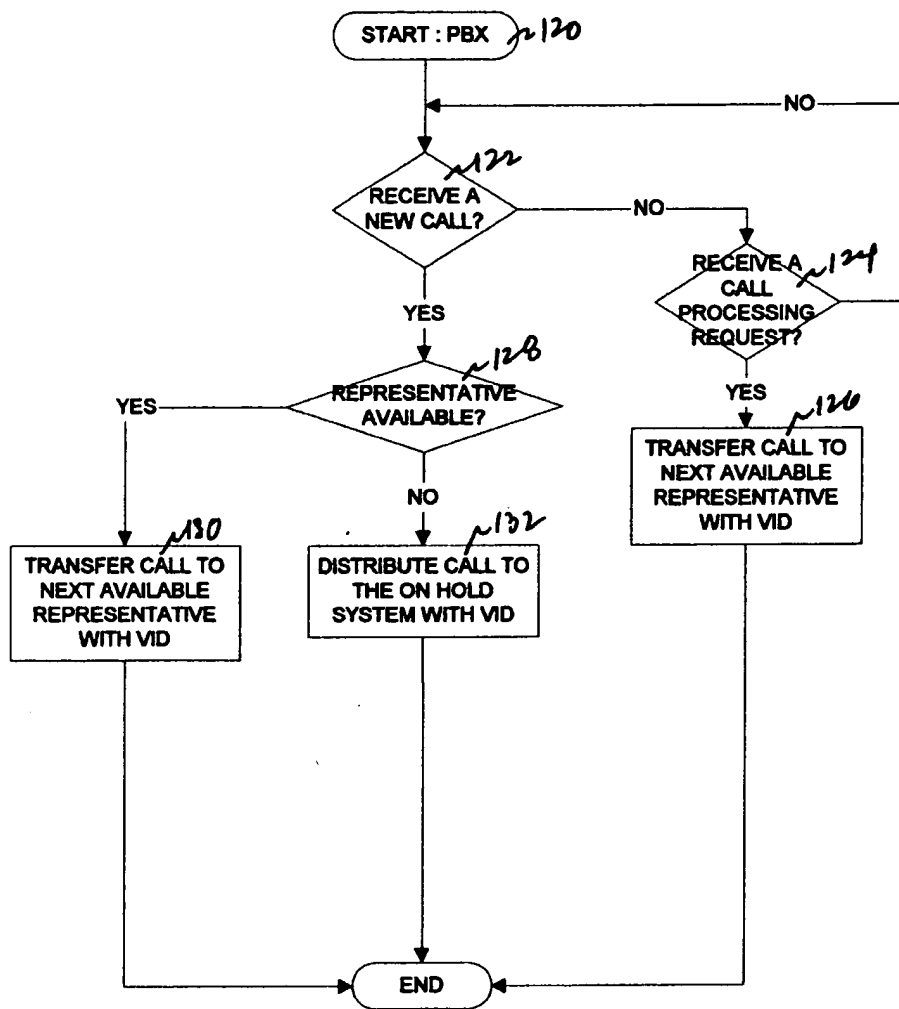


FIGURE 7

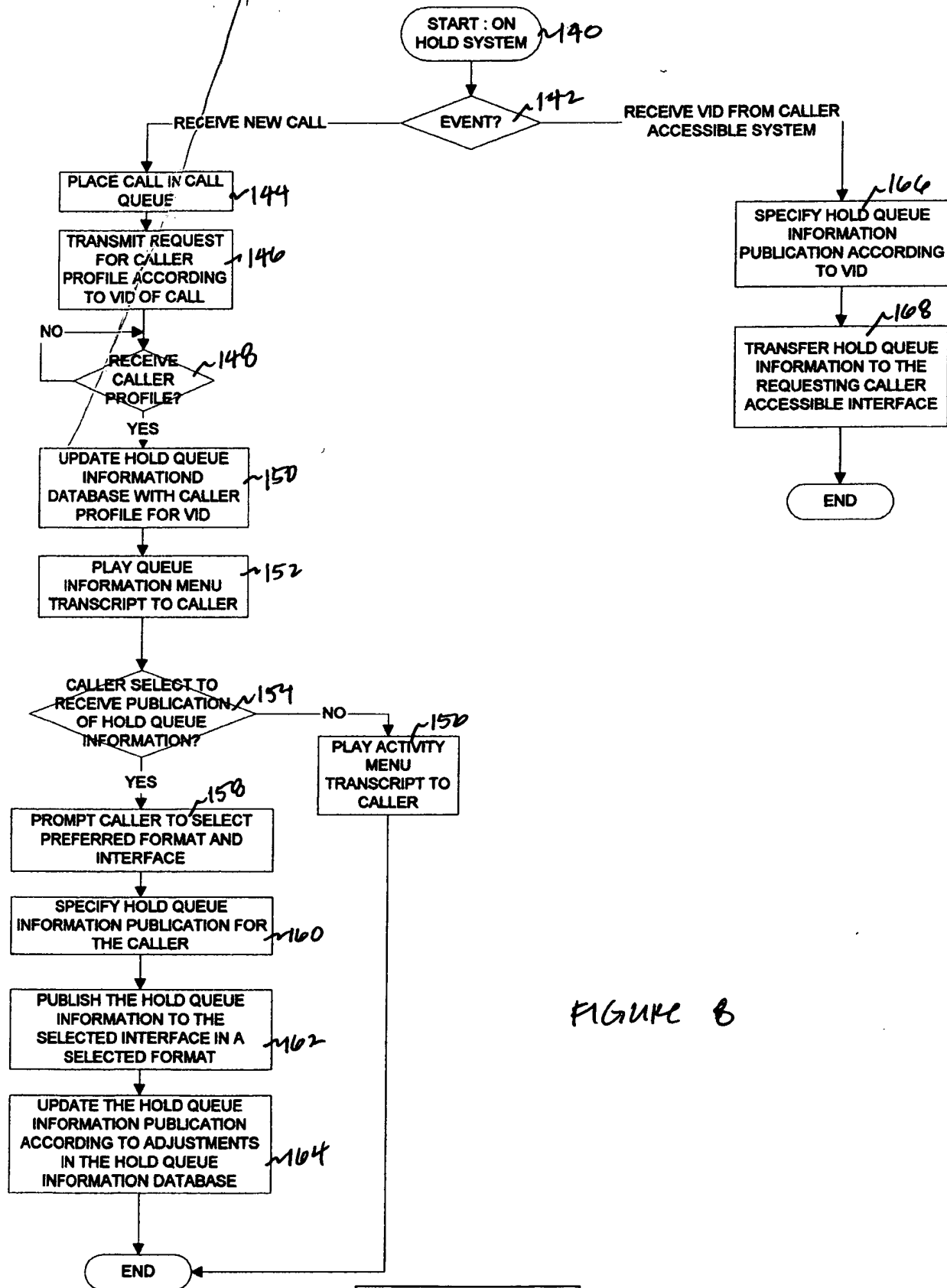


FIGURE 8